

SC DMH Client Advocacy Report April 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	4	23
Harris	9	31
Morris Village	4	18
Hall	3	22
Tucker	2	6
Forensics (GEO & Bldg. 1)	24	80
Mental Health Centers	42	154
Total	88	334

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	122	368
Information, Referral & Other Assistance ¹	15	47

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	19	5	11	9	35
2) Admission & Discharge	21	20	15	11	56
3) Information & Advocacy	7	7	4	6	18
4) Physical Environment	9	5		2	14
5) Inpatient Rights	37	40	1	17	78
6) Personal Property & Money	15	15	9	13	39
7) Confidentiality & Consent	5	5	12	7	22
8) Treatment	17	12	108	30	137
9) Other Rights Issues	3	3	23	12	29
Total⁵	133	112	183	107	428

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	2	2		2	4
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	14		7	1	21
e. Neglect	2	1	2	4	5
f. Financial Exploitation		1	1	2	2
2) Admission & Discharge					
a. Discharge (when)	7	10	1	4	18
b. Community Placement (where)	10	3	2	2	15
c. Periodic Court Review	2	2			4
d. Questions, Education & Other	2	5	12	5	19
3) Information & Advocacy					
a. Access to Advocacy	4	2	3	1	9
b. Access to Legal Resources	2	3		3	5
c. Questions, Education & Other	1	2	1	2	4
4) Physical Environment					
a. Food Quality & Quantity	3	2		1	5
b. Linens, Clothes & Toiletries	2	3		1	5
c. Disrepair of Physical Plant	3				3
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	3				3
b. Safety	2	4		2	6
c. Freedom, Privileges & Fairness	15	18		7	33
d. Communication	5	10		4	15
e. Health Care	12	8	1	4	21
6) Personal Property & Money					
a. Property	8	8		4	16
b. Money, Entitlements, Rep. Payee	6	4	1	4	11
c. Billing Issues	1		6	4	7
d. Other Non-DMH Issues		3	2	1	5
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	10	6	15
b. Breach of Confidentiality	3		2		5
c. Issues of Consent, Confidentiality, etc.	1	1		1	2
8) Treatment					
a. Eligibility for Services	2		19	7	21
b. Accessibility to Staff & Treatment	4		35	6	39
c. Individualized, Client-Driven	7	6	49	13	66
d. Right to Refuse Treatment	4	6	5	4	11
9) Other Rights Issues					
a. Work, Compensation & Education	1	3		2	4
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			14	5	14
f. Legal assistance for Non-DMH issues	1		9	4	10

